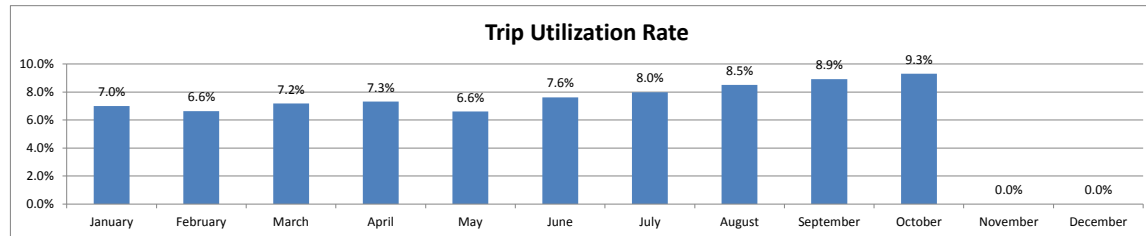


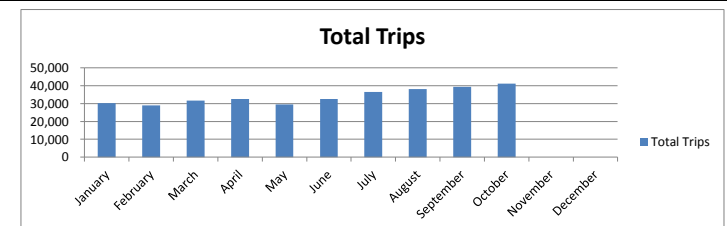
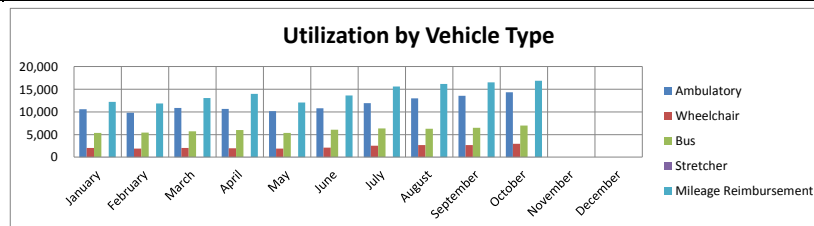


Iowa Medicaid
Monthly Trips Summary
2015

Summary Information	January	February	March	April	May	June	July	August	September	October	November	December	Annual
Trip Summary													
Members	431,860	436,535	441,411	446,536	446,814	428,049	457,017	447,884	441,350	443,127			4,420,583
Total Users	4,619	4,565	4,741	4,800	4,646	4,846	5,521	5,113	5,304	5,539			49,694
Total Trips Requested	37,459	36,817	40,102	41,428	37,563	40,578	45,431	47,584	49,792	51,376			428,130
Total Trips Cancelled	7,229	7,820	8,405	8,787	8,010	7,949	9,002	9,525	10,451	10,172			87,350
Total Trips Completed	30,230	28,997	31,697	32,641	29,553	32,629	36,429	38,059	39,341	41,204			340,780
Discharge Trips (All)	674	560	748	606	569	731	702	823	758	719			6,890
Discharge Trips (Completed)	552	434	591	475	483	582	544	631	620	573			5,485
Urgent Care Trips (Completed)	1,485	1,323	1,542	1,506	1,448	1,720	999	745	693	809			12,270
Percent of Members Utilizing	1.1%	1.0%	1.1%	1.1%	1.0%	1.1%	1.2%	1.1%	1.2%	1.2%			1.1%
Trips per User	8.1	8.1	8.5	8.6	8.1	8.4	8.2	9.3	9.4	9.3			8.6
Utilization Rate	7.0%	6.6%	7.2%	7.3%	6.6%	7.6%	8.0%	8.5%	8.9%	9.3%			7.7%
Total Trips	30,230	28,997	31,697	32,641	29,553	32,629	36,429	38,059	39,341	41,204	0	0	340,780



	January	February	March	April	May	June	July	August	September	October	November	December	Annual
Utilization by Vehicle Type													
Ambulatory	10,565	9,813	10,852	10,687	10,191	10,824	11,940	12,974	13,583	14,359			115,788
Wheelchair	2,025	1,865	2,074	1,946	1,920	2,091	2,542	2,646	2,682	2,959			22,750
Bus	5,385	5,443	5,720	5,989	5,388	6,066	6,327	6,313	6,509	7,006			60,146
Stretcher	4	2	2	2	6	4	4	2	2	5			33
Mileage Reimbursement	12,251	11,874	13,049	14,017	12,048	13,644	15,616	16,151	16,565	16,875			142,090
Total Trips by Vehicle Type	30,230	28,997	31,697	32,641	29,553	32,629	36,429	38,086	39,341	41,204	0	0	340,807



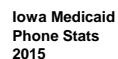
	January	February	March	April	May	June	July	August	September	October	November	December	Annual
Utilization by Distance													
Less than 1 mile	202	152	284	294	233	238	179	103	127	178			1,990
1 - 3 miles	6,083	5,806	6,300	6,042	5,585	6,249	7,503	4,637	8,276	8,858			65,339
3 - 6 miles	5,781	5,520	5,866	6,183	5,707	6,382	7,054	9,413	7,726	8,237			67,869
6 - 10 miles	2,537	2,585	2,925	3,097	2,700	2,953	3,389	4,982	4,031	4,122			33,321
10 - 20 miles	4,937	4,504	4,987	5,241	4,654	5,189	5,747	5,727	6,004	6,355			53,345
20 - 30 miles	3,692	3,526	3,873	3,955	3,578	3,839	4,420	4,601	4,362	4,288			40,134
30 - 50 miles	3,718	3,638	3,764	4,054	3,682	4,167	4,595	4,928	4,810	4,963			42,319
50+ miles	3,280	3,266	3,698	3,775	3,414	3,612	3,542	3,768	4,005	4,203			36,563
Total Trips by Distance	30,230	28,997	31,697	32,641	29,553	32,629	36,429	38,159	39,341	41,204	0	0	340,880

Iowa Medicaid
Monthly Trips Summary
2015

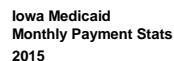
	January	February	March	April	May	June	July	August	September	October	November	December	Annual
Summary Information	1	2	3	4	5	6	7	8	9	10	11	12	
Trip Summary - IHWP													
Members	17,394	16,688	17,571	20,255	14,978	17,343	19,965	21,825	23,740	24,762			194,521
Total Users	408	447	465	511	525	555	570	559	588	648			5,276
Total Trips Requested	3,300	3,513	4,042	4,326	4,010	4,235	4,679	5,063	5,486	5,752			44,406
Total Trips Cancelled	689	784	809	806	1,053	815	1,025	1,102	1,239	1,127			9,449
Total Trips Completed	2,611	2,729	3,233	3,520	2,957	3,420	3,654	3,961	4,247	4,625			34,957
Discharge Trips (All)	55	62	81	77	71	91	120	132	109	96			894
Discharge Trips (Completed)	49	46	61	72	64	72	86	108	90	75			723
Urgent Care Trips (Completed)	148	109	147	164	138	144	99	121	103	97			1,270
Percent of Members Utilizing	2.3%	2.7%	2.6%	2.5%	3.5%	3.2%	2.9%	2.6%	2.5%	2.6%			2.7%
Trips per User	8.1	7.9	8.7	8.5	7.6	7.6	8.2	9.1	9.3	8.9			8.4
Utilization Rate	15.0%	16.4%	18.4%	17.4%	19.7%	19.7%	18.3%	18.1%	17.9%	18.7%			18.0%
Total Trips	2,611	2,729	3,233	3,520	2,957	3,420	3,654	3,961	4,247	4,625	-	-	34,957
	January	February	March	April	May	June	July	August	September	October	November	December	Annual
Utilization by Vehicle Type													
Ambulatory	936	890	1,146	1,210	1,030	1,068	1,289	1,361	1,505	1,855			12,290
Wheelchair	18	13	17	12	24	23	31	30	33	13			214
Bus	1,071	1,226	1,430	1,544	1,290	1,617	1,496	1,689	1,818	1,913			15,094
Stretcher	-	-	-	-	-	-	-	-	-	1			1
Mileage Reimbursement	586	600	640	754	613	712	838	881	891	843			7,358
Total Trips by Vehicle Type	2,611	2,729	3,233	3,520	2,957	3,420	3,654	3,961	4,247	4,625	-	-	34,957

**Iowa Medicaid
Monthly Trips Summary
2015**

	January	February	March	April	May	June	July	August	September	October	November	December	Annual	
Summary Information	1	2	3	4	5	6	7	8	9	10	11	12		
Trip Summary - Waiver														
Members							25,678	25,801	25,710	25,394				102,583
Total Users							1,512	1,389	1,442	1,444				5,787
Total Trips Requested							11,812	13,372	13,612	13,918				52,714
Total Trips Cancelled							1,275	2,448	2,504	2,500				8,727
Total Trips Completed							10,537	10,924	11,108	11,418				43,987
Discharge Trips (All)							103	132	104	91				430
Discharge Trips (Completed)							88	88	80	70				326
Urgent Care Trips (Completed)							162	115	90	115				482
Percent of Members Utilizing							5.9%	5.4%	5.6%	5.7%				5.6%
Trips per User							7.8	9.6	9.4	9.6				9.1
Utilization Rate							41.0%	42.3%	43.2%	45.0%				42.9%
Total Trips	-	-	-	-	-	-	10,537	10,924	11,108	11,418	-	-	43,987	
	January	February	March	April	May	June	July	August	September	October	November	December	Annual	
Utilization by Vehicle Type														
Ambulatory							2,497	2,820	2,950	2,861				11,128
Wheelchair							1,291	1,454	1,462	1,613				5,820
Bus							382	272	311	319				1,284
Stretcher							3	2	2	-				7
Mileage Reimbursement							6,364	6,376	6,383	6,625				25,748
Total Trips by Vehicle Type	-	-	-	-	-	-	10,537	10,924	11,108	11,418	-	-	43,987	



	January	February	March	April	May	June	July	August	September	October	November	December
Summary Information												
Wait Time Statistics												
Timeliness of Dropoff to Appointment												
On Time within 15 mins	98.1%	98.0%	98.6%	97.5%	96.5%	98.3%	97.2%	98.5%	98.0%	96.3%		
15 - 30 min late	0.70%	1.00%	0.80%	1.10%	1.30%	0.50%	0.88%	0.39%	0.39%	1.00%		
30+ min late	1.20%	1.00%	0.60%	1.40%	2.30%	1.30%	1.90%	1.16%	1.59%	2.70%		
Performance Standards 3.3.2.3.4												
Summary of Adverse Situations												
Accidents	0	1	0	0	0	0	0	0	0	0		
Member Injuries	0	0	0	0	0	0	0	0	0	0		
Members Injured Other than Vehicle Accident	0	0	0	0	0	0	0	0	0	0		
Telephone Statistics												
Total Calls Answered	17,705	16,489	19,045	19,162	19,034	20,122	20,972	22,422	22,594	24,819		
Percent of Calls Abandoned	6.0%	6.0%	3.0%	4.0%	4.0%	5.0%	9.0%	7.0%	6.0%	1.0%		
Percent of Calls Answered < 3 Minutes	82.0%	87.6%	92.6%	90.6%	89.1%	84.7%	73.2%	78.8%	88.2%	96.3%		
Average Speed of Answer	0:01:28	0:01:04	0:00:40	0:00:48	0:00:53	0:1:18	0:2:40	0:01:43	0:01:34	0:0:23		
Average Time for Calls	0:05:13	0:04:53	0:05:00	0:04:48	0:04:42	0:04:54	0:04:58	0:04:54	0:04:55	0:4:44		
Performance Standards 3.3.2.3.4												



	January	February	March	April	May	June	July	August	September	October	November	December
Summary Information												
Provider Claims Paid within 10 days	9,506	10,764	11,283	13,520	10,810	10,411	12,605	11,387	14,465	17,727		
% Provider Claims Paid within 10 days	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
Provider Claims Paid within 15 days	0	0	0	0	0	0	0	0	0	0		
% Provider Claims within 15 days	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Provider Claims Paid within 20 days	0	0	0	0	0	0	0	0	0	0		
% Provider Claims within 20 days	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Provider Claims Paid > 20 days	0	0	0	0	0	0	0	1	0	0		
% Provider Claims within > days	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Total Network Provider Claims Paid	9,506	10,764	11,283	13,520	10,810	10,411	12,605	11,388	14,465	17,727		
Mileage Reimbursement Paid within 10 days	8,234	9,823	9,267	11,239	9,661	9,062	9,206	9,159	13,106	10,679		
% Reimbursement paid within 10 days	92.5%	93.4%	95.4%	96.3%	99.1%	98.6%	79.9%	85.4%	98.9%	99.6%		
Mileage Reimbursement paid within 15 days	560	568	332	360	77	119	2,029	1,413	117	42		
% Reimbursement paid within 15 days	6.3%	5.4%	3.4%	3.1%	0.8%	1.3%	17.6%	13.2%	0.9%	0.4%		
Mileage Reimbursement paid within 20 days	90	106	93	47	6	4	275	151	10	4		
% Reimbursement paid within 20 days	1.0%	1.0%	1.0%	0.4%	0.1%	0.0%	2.4%	1.4%	0.1%	0.0%		
Mileage Reimbursement paid > 20 days	22	23	25	20	0	6	7	1	16	2		
% Reimbursement Paid within > days	0.2%	0.2%	0.3%	0.2%	0.0%	0.1%	0.1%	0.0%	0.1%	0.0%		
Total Mileage Reimbursement Claims Paid	8,906	10,520	9,717	11,666	9,744	9,191	11,517	10,724	13,249	10,727		
Total Mileage and Provider Claims Paid	18,412	21,284	21,000	25,186	20,554	19,602	24,122	22,112	27,714	28,454		
Performance Standards 3.3.2.4.3												

IOWA NEMT PROGRAM
IME Monthly Report Footnotes

Trip Summary

- Members – number of eligible Iowa Medicaid Members - monthly PMPM total payment received from IME divided by \$2.14 PMPM
- Total Users – number of eligible Iowa Medicaid Members with monthly activity of scheduled trips and/or claims processed.
- Total Trips Requested – total number of trips scheduled for all trip types for the month.
- Total Trips Canceled – total number of scheduled trips canceled during the month.
- Total Trips Completed – net total number of trips scheduled for all trip types less total number of trips canceled during the month.
- Discharge Trips (All) – total number of Discharge trips scheduled for all trip types for the month.
- Discharge Trips (Completed) - net total number of Discharge trips scheduled for all trip types less total number of Discharge trips canceled during the month.
- Urgent Care Trips (Completed) - net total number of Urgent Care trips scheduled for all trip types less total number of Urgent Care trips canceled during the month. Urgent Care trips are defined as all scheduled trips where the date the trip was scheduled with
- Percent of Members Utilizing – percentage of Total Users divided by Members.
- Trips per User – Total Trips Completed divided by Total Users.
- Utilization Rate – percentage of Total Trips Completed divided by Members.

Utilization by Vehicle Type

- Ambulatory - net total number of Ambulatory trips defined as the Member is able to walk to and from the vehicle.
- Wheelchair - net total number of Wheelchair trips defined as the Member is transported in a manual or electric wheelchair.
- Bus - net total number of Bus Pass trips defined as the Member is transported on a fixed route city bus system.
- Stretcher - net total number of Stretcher trips defined as the Member is transported secured horizontally on a stretcher from bed to bed.
- Mileage Reimbursement - net total number of Mileage Reimbursement trips defined as the Member drives themselves or is transported by a family member, friend, and volunteer in either the Member's vehicle or another vehicle.

Utilization by Distance

- Mileage Increments - net total number of trips scheduled for all trip types for each of eight different mileage distance ranges for the month.
- Total Trips by Distance - - net total number of trips scheduled for all trip types for the month.

Wait Time Statistics

- Timeliness of Dropoff to Appointment:
 - On Time within 15 min – percentage of net total number of trips scheduled for Provider Ride Trips that were on time within 15 minutes of the scheduled appointment time as compared to actual arrival time. Provider Ride Trips is defined as Ambulatory
 - 15 – 30 min late - percentage of net total number of trips scheduled for Provider Ride Trips that were within 15 to 30 minutes late of the scheduled appointment time as compared to actual arrival time. Provider Ride Trips defined above.
 - 30+ min late - percentage of net total number of trips scheduled for Provider Ride Trips that were 30 or more minutes late for the scheduled appointment time as compared to actual arrival time. Provider Ride Trips defined above.

Summary of Adverse Situations

- Accidents – total number of reported accidents for the month.
- Member Injuries - total number of reported Member injuries via vehicle accidents for the month.
- Member Injured Other than Vehicle Accident - total number of reported Member injuries other than from vehicle accidents for the month.

Telephone Statistics

- Total Calls Answered – total number of calls received and answered by the TMS Call Center for the month defined as a connection to a live voice.
- Percent of Calls Abandoned (Performance Standard 3.3.2.3.4 a) - total number of calls received by the TMS Call center telephone system queue but not answered defined as a not a connection to a live voice.
- Percent of Calls Answered < 3 Minutes (Performance Standard 3.3.2.3.4 b) - percentage of calls answered in less than 3 minutes of the total number of calls received and answered by the TMS Call Center for the month defined as a connection to a live voice.
- Average Speed of Answer – average speed of answer of the total number of calls received and answered by the TMS Call Center for the month defined as connection to a live voice.
- Average Time for Calls – average duration of time per call for the total number of calls received and answered by a live voice.

Claims Payment Statistics

- Provider Claims Paid within 10 days – total number of Provider Ride Trips paid within 10 days for the month defined as the number of days from the invoice date as compared to the payment date. Provider Ride Trips is defined above.
 - % Provider Claims Paid within 10 days (Performance Standard 3.3.2.4.3 a) – percentage of Provider Ride Trips paid within 10 days defined as Provider Claims Paid within 10 days divided by Total Network Provider Claims Paid.
 - Provider Claims Paid within 15 days – total number of Mileage Reimbursement Trips paid within 15 days for the month defined as the number of days from the invoice date as compared to the payment date. Provider Ride Trips is defined above.
 - % Provider Claims Paid within 15 days (Performance Standard 3.3.2.4.3 b) – percentage of Provider Ride Trips paid within 15 days defined as Provider Claims Paid within 15 days divided by Total Network Provider Claims Paid.
 - Provider Claims Paid within 20 days – total number of Provider Ride Trips paid within 20 days for the month defined as the number of days from the invoice date as compared to the payment date. Provider Ride Trips is defined above.
 - % Provider Claims Paid within 20 days (Performance Standard 3.3.2.4.3 c) – percentage of Provider Ride Trips paid within 20 days defined as Provider Claims Paid within 20 days divided by Total Network Provider Claims Paid.
 - Provider Claims Paid in 20 days or more – total number of Provider Ride Trips paid in 20 days or more for the month defined as the number of days from the invoice date as compared to the payment date. Provider Ride Trips is defined above.
 - % Provider Claims within > days – 100%
 - Total Network Provider Claims Paid – total number of Provider Ride Trips paid for the month. Provider Ride Trips is defined as Ambulatory, Wheelchair and Stretcher.
-
- Mileage Reimbursement Paid within 10 days – total number of Mileage Reimbursement Trips paid within 10 days for the month defined as the number of days from the Claims Form stamp date as compared to the payment date.
 - % Reimbursement paid within 10 days (Performance Standard 3.3.2.4.3 a) – percentage of Mileage Reimbursement Trips paid within 10 days defined as Mileage Reimbursement Paid within 10 days divided by Total Mileage Reimbursement Claims Received
 - Mileage Reimbursement Paid within 15 days – total number of Mileage Reimbursement Trips paid within 15 days for the month defined as the number of days from the Claims Form stamp date as compared to the payment date.
 - % Reimbursement paid within 15 days (Performance Standard 3.3.2.4.3 b) – percentage of Mileage Reimbursement Trips paid within 15 days defined as Mileage Reimbursement Paid within 15 days divided by Total Mileage Reimbursement Claims Received
 - Mileage Reimbursement Paid within 20 days – total number of Mileage Reimbursement Trips paid within 20 days for the month defined as the number of days from the Claims Form stamp date as compared to the payment date.
 - % Reimbursement paid within 20 days (Performance Standard 3.3.2.4.3 c) – percentage of Mileage Reimbursement Trips paid within 20 days defined as Mileage Reimbursement Paid within 20 days divided by Total Mileage Reimbursement Claims Received
 - Mileage Reimbursement Paid > 20 days – total number of Mileage Reimbursement Trips paid in 20 days or more for the month defined as the number of days from the Claims Form stamp date as compared to the payment date.
 - % Reimbursement Claims Paid within > days – 100%
 - Total Mileage Reimbursement Claims Paid – total number of Mileage Reimbursement Trips received for the month.
 - Total Mileage and Provider Claims Paid – total number of claims paid for the month defined as Total Network Provider Claims Paid plus Total Mileage Reimbursement Claims Received.